



Government
Services

Renter Rights Service 2026–2031

Request for Service Guidelines

February 2026

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1. About the Program

The Renter Rights Service (RRS) is part of Consumer Affairs Victoria's (CAV) Victorian Renter Rights Program (VRRP).

The VRRP consists of 4 distinct programs:

- The Renter Rights Service (RRS) will provide local access to advice, support and advocacy for renters across the state.
- The Older Persons Housing Rights Service (OPHRS) will provide a new, integrated service for Victorians aged 55 and above living in private rentals, residential parks and retirement living. Support will be available statewide, including through a new website and dedicated phone service. The Victorian Renters Helpline (VRH) will be a new, easy to find central phone line and website offering tailored advice and support based on renters' personal circumstances and referrals to a person's local Renter Rights Service provider.
- The Renter Central Service (RCS) will deliver specialist advice, professional development, advocacy, and training for frontline rental support workers. It will offer specialist legal support for renters with complex issues, as well as deliver community education and support on Victoria's renting rules for multicultural communities.

The RRS works with the OPHRS, RCS and VRH to provide coordinated support for Victorian renters.

1.1. Program Objectives

The objective of the VRRP is to keep Victorians in safe and secure housing.

1.2. Purpose of this document

The RRS Request for Service Guidelines outlines the key timelines, available funding and conditions of participation for prospective service providers, and should be read with the Renter Rights Service Program Guidelines, which provides further details on the specific requirements an applicant must fulfil.

Note: All guideline documents are available at consumer.vic.gov.au/renter-rights.

1.3. Funding for service delivery

Under the RRS, approved providers will receive funding for staff to deliver services in specific service areas consistent with the Renter Rights Service Program Guidelines. There are 17 service areas across Victoria and details on the funding allocations and local government areas (LGAs) in each service areas can be found in Appendix 1.

Under the RRS there are five service types:

- Early intervention support

- Information and referral
- Negotiation and advocacy
- Assistance with hearings and duty advocacy
- Service enhancement

Specific requirements and contractual service requirements that apply to the RRS can be found in the Renter Rights Service Program Guidelines, within these guidelines, and within the terms and conditions of the Victorian Common Funding Agreement standard form.

Only one provider will be appointed per service area. Applicants may apply to deliver services in multiple service areas, to do so, they must apply for each service area separately.

1.4. What cannot be funded

Funding cannot be used for the following:

- Direct financial assistance to clients.
- Capital costs.

1.5. Annual funding

The government has allocated \$67.32 million for the RRS between 2026–27 to 2030–31. Further details on the funding allocation for each service area and FTE can be found in **Appendix 1**.

Table 1: Renting Rights Service funding allocation

Financial year	Funding allocation (\$ million)	FTE
2026–27*	\$10.164	63
2027–28	\$13.591	63
2028–29	\$14.046	63
2029–30	\$14.517	63
2030–31	\$15.003	63

*Funding in 2026-27 is for 9-months

Indexation at a rate of 3.35% has been applied to funding amounts from 2027-28 onwards, however final funding is subject to confirmation of the applicable approved indexation rate and the department receiving sufficient funding each year.

1.6. Funding agreements

To receive funding, organisations must enter a formal funding agreement with the Department of Government Services (DGS), through Consumer Affairs Victoria (CAV), using the standard form of the Victorian Common Funding Agreement.

The standard terms and conditions of this agreement are not negotiable. A copy of these terms is available for download via vic.gov.au and applicants must ensure that they are familiar with and understand the terms and conditions prior to applying for funding.

The funding agreement will incorporate the service delivery requirements contained in the Renter Rights Service Program Guidelines and within this document.

The funding agreement term spans 5 financial years – 2026/27 to 2030/31. Services are expected to commence full operation on 1 January 2027.

1.7. Payments

Funding will be paid on a quarterly basis. Failure to meet the service delivery requirements may constitute a breach of the funding agreement and may result in DGS reducing or withholding payment.

2. Application process information

2.1. Key dates

Milestone	Date
Clarification period starts	2 February 2026
Clarification period ends	5.00pm, 12 February 2026
Applications open	13 February 2026
Applications close	11.59pm, 6 March 2026
Evaluation	March to June 2026
Execution of funding agreements	June to July 2026

2.2. Eligibility

To be eligible to apply the applicant must meet all the following criteria:

1. Is non-government and not-for-profit
2. Must be operating in Victoria
3. Is registered for GST and holds a valid Australian Business Number (ABN), and
4. Has experience in the delivery of community services.

Applicants may apply for multiple service areas. These must be provided through separate applications with responses addressing the assessment criteria for each service area.

2.2.1. Applications for additional services/components

Applicants for the RRS may also apply for the VRH.

Agencies applying for the RRS **are not able** to apply for the RCS or OPHRS due to potential conflicts of interest arising from the additional program governance roles delivered by the RCS and OPHRS.

2.3. Assessment Criteria

The RRS funding round is a competitive, merit-based application process. An application does not guarantee funding and it is expected more applications will be received than will be funded.

Applications will be assessed against the selection criteria set out in Table 2 below. Percentage weightings are provided as a guide to the relative importance of different criteria in the assessment process. Full details relating to the application requirements are available in the application form.

Table 2: Assessment criteria

Assessment Criteria	Question for applicants' response	Weighting
<p>The applicant can demonstrate that it can effectively deliver the RRS as described in the program guidelines and request for service documents.</p> <p>(1600 words)</p>	<p>1. How the organisation will deliver the RRS according to the service model, including:</p> <ul style="list-style-type: none"> • Eligibility assessment, intake and triage procedures • Provision of service types, in particular, information and referral, negotiation and advocacy, and assistance with tribunal hearings and appropriate dispute resolution processes • Existing procedures to manage client demand <p>2. The organisation's capacity to deliver an integrated service model for clients with other support services, including linkages to other organisations and complementary programs.</p>	40%

<p>The applicant can demonstrate that it can effectively deliver appropriate, accessible services in the nominated service area</p>	<ol style="list-style-type: none"> 1. The organisation’s current experience in providing support services to vulnerable and disadvantaged clients in the service area. 2. How the organisation works across the service area, including in collaboration with other organisations, to promote equity and inclusion and ensure those experiencing vulnerability are supported, this includes: <ul style="list-style-type: none"> • First Nations people • People from culturally and linguistically Diverse (CALD) backgrounds • Older people • Residents of rooming houses • People affected by family violence • People living with a disability • Neurodivergent people. 3. The organisation’s knowledge of the nominated service area, including any local factors relevant to the provision of renter rights services. 4. The organisation’s relationships with other local organisations that provide services to vulnerable Victorians, for example agencies delivering Tenancy Plus, the Private Rental Assistance Program, Victorian Legal Aid offices, community legal centers, Rental Dispute Resolution Victoria (RDRV) resolution coordinators and Victorian Civil and Administrative Tribunal (VCAT) registrars. 5. How the local government areas in the nominated service area will be supported, including specifying within the application form to provide the proposed: <ul style="list-style-type: none"> • Location of the main office, RRS worker staffing level (FTE) and hours, and at other locations if relevant, and • The proposed location of any outpost services that will be used to provide client services. 	<p>40%</p>
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(1400 words)

The applicant has the workforce capacity, infrastructure, operational systems and financial management structures to support the delivery of a quality service

(1200 words)

1. The organisation's ability to deliver the new service, including how governance structures will support the establishment of the RRS within the organisation's operations.
2. The capability and qualification of your current and/or proposed RRS workforce, including:
 - ability to support a new workforce
 - team structure and positions
 - supervision arrangements
3. How the organisation will support worker wellbeing
4. The organisation's administrative and governance processes including:
 - The organisational and management structures that will support service delivery.
 - Administrative, financial, and IT support for service delivery, including the ability to meet reporting requirements.

20%

When responding to the assessment criteria, applicants should be as specific as possible, including the use of quantitative information, facts or citing recent examples that evidence the response provided.

As part of the application process, DGS may seek clarification of certain matters to obtain a better understanding of aspects of the application. Applicants will be required to respond to requests for clarification in writing by agreed response dates.

DGS reserves the right to engage representatives of other Victorian government departments or third-party consultants or contractors to assist with the assessment of applications.

2.4. How to apply

Applicants must submit their applications through the application form by **11:59pm on 6 March 2026**. Applications must be submitted online.

Hard copy or emailed applications will not be accepted. Applications received after the deadline will not be considered. Incomplete applications will not be considered.

When completing the online application form, agencies will need to ensure they have:

- met the eligibility criteria
- responses to the assessment criteria
- organisation contact details, including bank account details and ABN

- details for two referees, including their contact information
- authorisation to submit the application on behalf of the Chief Executive Officer

2.5. Enquiries and requests for clarification

Any queries regarding the required services or the application process should be made in writing and emailed to communityprograms@dgs.vic.gov.au using the subject line 'RRS Query'. Queries may be made until **5.00pm on 12 February 2026**. Any questions submitted after this date will not be answered.

DGS will endeavour to respond to queries within 4 business days. Except where DGS is of the view that issues raised apply only to the applicant, questions submitted, and answers provided will be made available to all applicants on the CAV website throughout the clarification period

2.6. Notification of application outcomes

All applicants will be notified of their application outcome in writing. The successful applicant organisation's name, contact information, and the funding amount may be made publicly available, including via publication on the Department's website and media releases.

2.7. Feedback provisions

Unsuccessful applicants may request feedback on their application. Requests for feedback should be submitted in writing to communityprograms@dgs.vic.gov.au with the subject line 'RRS <your organisation name> - <Feedback>'

2.8. Probity

The Victorian Government makes every effort to ensure the application and assessment process is fair and undertaken in line with the published guidelines.

Decisions in recommending and awarding funding under this program are at the Minister's and department discretion. This includes not making any funding available or approving a lesser amount than that applied for.

These guidelines and application terms may be updated periodically, at the discretion of the department, and the changes will apply to your application. The department may request the applicant provide further information should it be necessary to assess an application against the Program's requirements.

Victorian Government staff are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees (Section 61) issued under the *Public Administration Act 2004* (Vic). This includes an obligation to avoid conflicts of interest wherever possible and declare and manage any conflicts of interest that cannot be avoided.

The department may, at any time, remove an applicant from the application and assessment process, if in the department's opinion, association with the applicant may bring the department, a minister or the State of Victoria into disrepute.

3. Contracting processes

Successful applicants must enter into a funding agreement with DGS. Funding agreements establish the parties and outline their commitments and obligations to each other, as well as setting out the general funding terms and conditions.

Applicants should review the Victorian Common Funding Agreement standard form terms and conditions before applying. No funding will be provided until DGS and the applicant have executed the funding agreement.

Upon service commencement, DGS reserves the right to withhold payments in instances where reporting and other deliverables have been provided, but where DGS deems that there are concerns relating to the delivery of the service. In this instance, DGS will provide payment when appropriate actions have been taken to ensure the funded program is being delivered to the standards outlined in the agreement and associated program guidelines.

Organisations will be accountable to deliver the service per the program guidelines, request for services guidelines, and the terms and conditions of the standard form VCFA. Further information will be provided to Organisations accompanying the VCFA in due course. Organisations must also comply with relevant State and National laws that in any way affect or are applicable to the delivery of funded services.

3.1. Reporting requirements

Under the funding agreement, RRS agencies must provide reporting to assist DGS to assess service delivery performance. Agencies are required to provide the following standard reports:

- quarterly client level data reporting
- quarterly service enhancement non-client data reporting
- six-monthly narrative reporting
- six-monthly case studies
- annual funding acquittal
- annual audited financial statement of the agency's finances
- MARAM annual reporting

Agencies are required to submit these reports via different methods and due dates. See Table 4 for these details.

3.2. Quarterly RRS client data service hours report

Agencies are required to report a minimum dataset quarterly to DGS. The dataset

consists of client demographic data, and details relating to the RRS service delivered including service hours of delivery.

The service hours data is monitored by DGS each quarter to determine how an agency is progressing against the annual delivery of 1,301 hours of service for each funded full-time equivalent position per year. Services are recorded in minutes and accumulated for aggregate reporting in hours. For renters receiving more than one service type, service hours should be recorded for each service type provided.

Payment may be withheld or recouped where the annual service target is not met.

3.3. Quarterly service enhancement non-client data report

Service enhancement activities are optional non-client-specific activities undertaken to build sector capability, strengthen referral pathways, and promote access to the RRS to improve outcomes for vulnerable clients. Agencies can elect to provide up to a maximum of 10 per cent of the total service hours on service enhancement activities.

If a service enhancement activity is undertaken in a quarter, agencies are required to upload two quarterly data reports (i.e. both the client data and service hours report and the service enhancement non-client data report).

3.4. Quarterly RRS data templates and uploading instructions

The quarterly client data and the service enhancement (non-client) reporting templates will be made available to agencies, along with data dictionaries.

All reports must be uploaded to the designated website as a comma separated value (CSV) file within 30 days from the end of each quarter.

Client level reporting fields include:

- Unique client identifier
- Client detail: postcode, CALD status, ATSI status, gender, age group, household type, housing type, eligibility criteria, vulnerability flags, income band.
- Episode detail: date case opened and closed, referral source, renting matter requiring assistance, case and client outcomes.
- Service detail: mode of contact, service minutes by service type

Client level reporting includes capturing information on whether the client is a member of a cohort of renters that are overrepresented in housing security or who may face additional difficulties which may impact their housing security.

Current reporting outcomes are limited to the type of RRS response provided, and issue resolution outcomes. DGS will work with RRS agencies to develop a more comprehensive client outcome reporting framework.

3.5. MARAM reporting

DGS acknowledges that combating family violence remains an ongoing priority and presents a complex and sensitive practice environment in which various funded community programs are required to operate. The *Family Violence Protection Act 2008 (FVPA)* established the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) and the Family Violence Information Sharing Scheme (FVISS) under Part 11 and Part 5A respectively to ensure that relevant services contribute to the consistent identification, assessment, and management of family violence risk.

An RRS agency is a prescribed agency and is required to report each financial year on the steps taken to progress the alignment of its policies and procedures with the MARAM framework, including:

- Implementing appropriate family violence policies and support processes for staff working directly with individuals affected by or using family violence.
- Collecting, sharing, and requesting family violence risk information in accordance with the FVISS, relating to any person (adult or child) who is a victim survivor, or an adult who might be using family violence.
- Reporting annually on the progress of prescribed MARAM implementation activities in accordance with Part 6 of the *Family Violence Protection (Information Sharing and Risk Management) Regulations 2018*.

The MARAM Annual Report template will be updated each year and circulated by email. DGS will collate the information from each RRS agency for the Minister for Consumer Affairs, who will then contribute this information to the whole-of-government report on MARAM to Parliament.

3.6. Narrative reporting

Agencies are required to provide a narrative report, including two case studies (de-identified), every six months. Templates will be provided, and the completed documents should be submitted within 30 days of the end of the December and June quarters. Each reporting cycle, one of the two case studies submitted should detail a case where family violence was present.

The purpose of narrative reporting is to:

- capture service-level information that isn't captured through the quarterly data reporting
- provide a summary analysis of the key issues impacting the target cohort and service model delivery
- provide case studies demonstrating casework practice and emerging trends.

DGS uses the data provided through both quarterly reporting and narrative and case study reporting for a variety of policy and program management governance purposes. This includes provision of feedback and insights obtained through the data to the sector, DGS management, and other intersecting Victorian Government bodies. Case studies are also provided to the Renting Central Service to inform the professional development program. The case studies may also be made available to other

government departments or agencies to support ministerial or other departmental briefings or for research purposes.

3.7. Annual acquittal certificate

Agencies must submit an acquittal certificate within 30 days of the end of each financial year. A template will be provided. The annual acquittal certificate must be signed by the lead agency's Chief Executive Officer or authorised delegate attesting that:

- all funds expended to date have been used for the purposes for which they were provided
- the agency has complied with the service delivery requirements listed in the RRS Guidelines
- the agency has complied with the terms of the Funding Agreement.

3.8. Annual audited financial statement

Agencies must provide a copy of the agency's audited financial statement regarding the Agency's finances by 30 November each year. (A copy of the Agency's Annual Report will suffice provided it contains an audited financial statement of the organisation's finances. A specific audit of Program revenue and expenditure is not required.)

Table 4: Standard Reporting Overview

Quarter	Report name	Submission method	Due date
Quarter 1	RRS client data and service hours report	Csv file upload	30 October [^]
1 July to 30 September	RRS service enhancement data report*	Csv file upload	
Quarter 2	RRS client data and service hours report	Csv file upload	30 January [^]
1 October to 31 December	RRS service enhancement data report*	Csv file upload	
	Narrative report and Case studies (2)	Emailed Use subject: RRS – Agency name – Narrative report	
Quarter 3	RRS client data and service hours report	Csv file upload	30 April [^]
1 January to 31 March	RRS service enhancement data report*	Csv file upload	
Quarter 4	RRS client data and service hours report	Csv file upload	30 July [^]
1 April to 30 June	RRS service enhancement data report*	Csv file upload	
	Narrative report and Case studies (2)	Emailed Use subject: RRS – Agency name – Narrative report	
Annually	MARAM Annual Report	Email to the DGS MARAM Sector Support Officer use subject: Agency name – MARAM annual report	15 June [^]
	Annual acquittal certificate	Emailed Use subject: RRS – Agency name – Annual acquittal certificate	30 July [^]

Annual audited financial statements

Emailed

30

Use subject: RRS

November ^

– Agency name –

Annual audited financial statement

* Required only if the agency provides non-client service enhancement activities in the relevant quarter, and/or to report any travel related data

^ If the due date specified is not a business day, the next business day applies.

3.9. Payments and targets

3.9.1. Service hour targets

DGS is accountable to Parliament and the community for what they achieve using public funds. Funding through the RRS is subject to delivering hours of service against a specified target.

Agencies will receive quarterly payments for service delivery upon DGS's acceptance that the agency is meeting its requirements under the funding agreement including:

- delivery of service hours against the funded target
- quality and timeliness of reporting
- RRS workers attending a minimum of two legislative and skills development sessions and new workers completing the induction training

Service delivery targets are provided on the basis that each FTE position will provide a minimum of 1,301 service hours. The calculation on which this target is based is provided for general background information below. Services should be recorded in minutes and accumulated for aggregate reporting in hours.

Table 5: Service hour target calculation method

Item	Days	Days/hours
Days per year		365 days
<i>Less adjustments:</i>		
Weekends	-104	
Public holidays	-10	
Recreation leave	-20	
Sick and carer leave	-10	
Training and professional development	-7	

Net work days per year	214 days
Work hours per year at 76 hours per day (38-hour week)	1,626 hours
Less 20% allowance for time not capable of being attributed to specific cases and related travel. This includes time for meeting reporting tasks, such as recording and uploading data and writing narrative reports and case studies.	-325 hours
Total deliverable service hours per year per FTE includes:	1,301 hours
<ul style="list-style-type: none"> • casework • recording of client data • preparation of case notes • maximum service enhancement hours of 20% (optional). 	

3.9.2. Travel payments

RRS agencies can claim reimbursement for advocate travel expenses for the following activities:

- travel to and from VCAT venues for a renter’s hearings and duty advocacy
- travel to and from outpost locations for provision of RRS services
- travel for service enhancement activities, and
- travel to and from professional development sessions.

Travel is defined as all means of public transport, taxi/Uber, flights, cars and parking costs.

Travel costs incurred by advocates will be reimbursed up to capped amount per year. Claimable travel costs include an amount per kilometre travelled in cars, and any other type of travel tickets or receipts (which should be kept for auditing purposes). Accommodation costs are not reimbursable.

The reimbursement rate per kilometre, and the travel cap per pro-rata FTE per year will be published annually. The reimbursement rate per FTE will be higher for rural/regional FTE than that applicable in metropolitan areas.

Travel cap amounts per FTE are outlined in Appendix 1.

Travel amounts should be reported quarterly using the RRS service enhancement data reporting. DGS will pay total travel reimbursements once a year in August for the previous financial year during which the travel was undertaken.

3.10. General agency performance and contract compliance

Payments are also subject to meeting the general terms of conditions of the contract, including delivery of the RRS in line with the program guidelines.

3.10.1. Evidence of contract compliance

During the lifespan of the agreement, through standard contract management processes, agencies may be requested to demonstrate compliance with the various terms and conditions of the contract. For example, agencies may be required to provide evidence of their client complaints policy, insurance status, privacy policy or compliance with other conditions of funding.

3.10.2. Payments by Recipient Created Tax Invoice

Further to VCFA clause 4.13, the Organisation and the Department confirm that GST is payable on the supply of the Activity and that the Department will issue a Recipient Created Tax Invoice (RCTI) for any payment.

3.10.3. Acknowledgement and Publicity

Further to VCFA clause 4.17, the Organisation will acknowledge any financial and other support from the Victorian Government according to the Acknowledgement and Publicity Guidelines as amended from time to time. A copy is available from the Consumer Affairs Website. The Department reserves the right to publicise and report on awarding the Funding to the Organisation.

3.10.4. Review of Service Locations and Hours of Operation

The Organisation must provide details regarding RRS Service Locations and Hours of Operation to DGS. If the Service Locations or Hours of Operation are changed, the Organisation must provide revised details within 30 days of the change.

3.10.5. Program Evaluation

The Department may from time to time require that service evaluation activities are undertaken by the Organisation. The Organisation agrees to provide all reasonable support and assistance required by the Department to assess the effectiveness of the program model, the quality of the services delivered, and to assist the Department to identify and recommend improvements in the way the Organisation delivers the Activities. The Department agrees to consult with the Organisation in relation to any service evaluation activities.

4. Terms and conditions of request for service process

The following terms and conditions apply to the application and RFS process for the RRS.

4.1. Status of RFS

The RFS is an invitation to submit a proposal for the provision of services. It is not a legal offer capable of acceptance and no binding agreement will exist between DGS and any applicant unless and until DGS has signed a formal written funding agreement.

4.2. Accuracy of the RFS

While due care has been taken in preparing the application and RFS documentation, DGS does not represent or warrant that the content is accurate, current or complete. DGS will not be held liable for any loss arising as a consequence of providing incorrect information either in the RFS or otherwise during the application process. If the applicant considers that DGS has provided incorrect information it must promptly notify DGS in writing. If DGS considers that corrective action is necessary, it will notify all applicants and make revised information available as required.

4.3. Additions and amendments

DGS reserves the right to change information or provide additional information before the application deadline, and if DGS considers necessary, to seek amended applications from any applicant.

4.4. Representations

No representation made by or on behalf of DGS will be binding on DGS unless expressly incorporated into the funding agreement signed by DGS and the applicant.

4.5. Conflict of interest

An applicant and its officers, employees, agents and advisers must not place themselves in a position that may or does give rise to an actual, potential or perceived conflict of interest between the interests of the State and the applicant's interests during the application process.

Applicants must disclose to DGS details of any interest, relationship or client which may or does give rise to a conflict of interest. If during the course of the application process, a conflict of interest arises that was not disclosed in the application, the applicant must notify DGS of that conflict immediately in writing. DGS may disqualify an applicant from the application process if the applicant fails to notify DGS of the conflict as required.

4.6. Late applications

To be eligible for consideration, any application must be lodged (received by DGS) by the application deadline. DGS may in its absolute discretion extend the closing time by providing written notice to the applicant.

4.7. Obligation to notify errors

If, after an application has been submitted, the applicant becomes aware of any error in its application (other than clerical errors that would have no bearing on the evaluation of the application), the applicant must promptly notify DGS of such error.

4.8. Responsibility for application costs

The applicant participates in the application process at the applicant's own risk, cost and expense. DGS is not responsible for any expense or loss that may be incurred by an applicant in relation to the preparation or lodgment of its application.

4.9. Disclosure of application information

DGS will treat applications as confidential and will not disclose any contents and information, except:

- as required by law, including as required under the *Freedom of Information Act 1982* (Vic) (FOI Act)
- for the purpose of responding to any investigation conducted by the Australian Competition and Consumer Commission or other government authority having relevant jurisdiction
- to external consultants and advisers engaged by DGS to assist with the RFS process, or
- if the information is of a general nature and is required to be disclosed by government policy.

4.10. Period of validity

All applications remain valid and open for acceptance for a minimum of six months from the application deadline. This period may be extended by mutual agreement between DGS and the applicant.

4.11. Status of application

Each application constitutes an irrevocable offer by the applicant to DGS to provide the services described in the RFS on the terms and conditions of the proposed funding agreement (as varied by any details of non-compliance or conditional compliance).

An application must not be conditional on:

- approval of the applicant's board of directors or other committee of management
- the applicant conducting due diligence or any other form of enquiry or investigation
- the applicant (or any other party) obtaining any regulatory approval or consent
- the applicant obtaining the consent or approval of any third party, or
- the applicant stating that it wishes to discuss or negotiate any commercial terms of the agreement.

DGS may, in its absolute discretion, disregard any application that is made on a conditional basis.

4.12. Compliance with service delivery requirements

Applicants are required to meet the service delivery requirements contained in the RFS and other specification documents.

Indefinite responses such as “noted”, “to be discussed” or “to be negotiated” are not acceptable. Where the applicant is unwilling to accept a specified condition, the non-acceptance must be clearly and expressly stated. Prominence must be given to the statement detailing the non-acceptance. It is not sufficient that the statement appear only as part of an attachment to the application, or be included in a general statement of the applicant’s usual operating conditions.

4.13. Discussion with applicants

DGS may elect to engage in detailed discussions with one or more applicants, with a view to maximising the benefits of the RFS as measured against the selection criteria and fully understanding an applicant’s offer, including risk allocation.

As part of this process, DGS may request such applicant(s) to improve one or more aspects of their application.

In its absolute discretion, DGS may invite some or all applicants to give a presentation to DGS in relation to their submissions. DGS is under no obligation to undertake discussions with, or to invite any presentations from, applicants.

4.14. No legally binding agreement

Selection as a successful applicant does not give rise to an agreement (express or implied) between the successful applicant and DGS for the supply of services. No legal relationship will exist between DGS and a successful applicant until DGS has signed a formal written funding agreement.

4.15. DGS’s rights

Notwithstanding anything else in this RFS, and without limiting its rights at law or otherwise, DGS reserves the right, in its absolute discretion at any time, to:

- cease to proceed with, or suspend the RFS process prior to the execution of a formal written funding agreement
- alter the details, structure and/or the timing of the RFS or the RFS process
- vary or extend any time or date specified in this RFS for all or any applicants or other persons
- terminate the participation of any applicant or any other person in the RFS process
- require additional information or clarification from any applicant or any other person or provide additional information or clarification

- negotiate with any one or more applicants and allow any applicant to alter its application
- call for new applications
- reject any application received after the application deadline
- reject any application that does not comply with the requirements of this RFS
- consider and accept or reject any alternative application.

4.16. Governing law

This RFS and the application process is governed by the laws applying in the State of Victoria. Each applicant must comply with all relevant laws in preparing and lodging its application and in taking part in the RFS and application process.

4.17. Complaints about the RFS process

Any complaint about the RFS or the application process must be submitted to communityprograms@dgs.vic.gov.au immediately upon the cause of the complaint arising or becoming known to the applicant. The written complaint must set out:

- the basis for the complaint (specifying the issues involved)
- how the subject of the complaint (and the specific issues) affects the person or organisation making the complaint
- any relevant background information, and
- the outcome desired by the person or organisation making the complaint.

Appendix 1: RRS place based services FTE allocation and funding

2026-27 funding is based on a base rate of \$195,623 per triage and intake FTE, and a rate of \$210,182 per advocate FTE. Funding per FTE is intended to cover base worker salary, along with contributions to overheads and other staffing related costs. Indexation has been applied to 2027-28 funding amounts, however is subject to confirmation of the applicable indexation rate and the Department receiving sufficient funds. Whilst services are expected to commence on 1 January 2027, 2026-27 funding amounts are based on a 9-month pro-rata period, to support recruitment ahead of service commencement. The totals for the below tables will not match the totals in table 1, as table 1 includes additional non FTE related RRS costs.

Rural and regional service areas

Service area	Local Government Areas (LGAs) covered	FTE	Funding 2026-27 (pro rata)	Funding 2027-28
Barwon	Colac-Otway S Greater Geelong C Queenscliff B Surf Coast S	Intake & Triage: 1.0 FTE Advocate: 2.1 FTE	\$477,754	\$658,345
Central Highlands	Ararat RC Ballarat C Golden Plains S Hepburn S Moorabool S Pyrenees S	Intake & Triage: 1.0 FTE Advocate: 2.0 FTE	\$461,990	\$636,622
Goulburn	Greater Shepparton C Mitchell S Moirra S Murrindindi S Strathbogie S	Intake & Triage: 1.0 FTE Advocate: 2.0 FTE	\$461,990	\$636,622
Inner Gippsland	Bass Coast S Baw Baw S Latrobe C South Gippsland S	Intake & Triage: 1.0 FTE Advocate: 2.0 FTE	\$461,990	\$636,622
Loddon	Campaspe S Central Goldfields S Greater Bendigo C Loddon S Macedon Ranges S Mount Alexander S	Intake & Triage: 1.0 FTE Advocate: 2.0 FTE	\$461,990	\$636,622

Mallee	Buloke S Gannawarra S Mildura RC Swan Hill RC	Intake & Triage: 1.0 FTE Advocate: 1.0 FTE	\$304,354	\$419,399
Outer Gippsland	East Gippsland S Wellington S	Intake & Triage: 1.0 FTE Advocate: 1.0 FTE	\$304,354	\$419,399
Ovens Murray	Alpine S Benalla RC Indigo S Mansfield S Towong S Wangaratta RC Wodonga RC	Intake & Triage: 1.0 FTE Advocate: 1.0 FTE	\$304,354	\$419,399
Wimmera South-west	Corangamite S Glenelg S Hindmarsh S Horsham RC Moyne S Northern Grampians S Southern Grampians S Warrnambool C West Wimmera S Yarriambiack S	Intake & Triage: 1.0 FTE Advocate: 1.0 FTE	\$304,354	\$419,399

Metropolitan service areas

Service area	Local govt areas covered	FTE	Funding 2026-27 (pro rata)	Funding 2027-28
Bayside Peninsula	Bayside C Frankston C Glen Eira C Kingston C Mornington Peninsula S Port Phillip C Stonnington C	Intake & Triage: 1.0 FTE Advocate: 3.1 FTE	\$635,390	\$875,568
Brimbank Melton	Brimbank C Melton S	Intake & Triage: 1.0 FTE Advocate: 4.3 FTE	\$824,554	\$1,136,235
Hume Merri-bek	Hume C Moreland C	Intake & Triage: 1.0 FTE Advocate: 3.7 FTE	\$729,972	\$1,005,901
Inner Eastern Melbourne	Boroondara C Manningham C Monash C Whitehorse C	Intake & Triage: 1.0 FTE Advocate: 2.0 FTE	\$ 461,990	\$ 636,622

North Eastern Melbourne	Banyule C Darebin C Nillumbik S Whittlesea C Yarra C	Intake & Triage: 1.0 FTE Advocate: 3.7 FTE	\$729,972	\$1,005,901
Outer Eastern Melbourne	Knox C Maroondah C Yarra Ranges S	Intake & Triage: 1.0 FTE Advocate: 2.0 FTE	\$461,990	\$636,622
Southern Melbourne	Cardinia S Casey C Greater Dandenong C	Intake & Triage: 1.0 FTE Advocate: 5.2 FTE	\$966,427	\$1,331,736
Western Melbourne	Hobsons Bay C Maribyrnong C Melbourne C Moonee Valley C Wyndham C	Intake & Triage: 1.0 FTE Advocate: 7.9 FTE	\$1,392,045	\$1,918,238
Total RRS Service Delivery (all areas)		Intake and triage FTE: 17 Advocate FTE: 46	\$9.745 million	\$13.429 million

Applicable travel allowance cap per advocate FTE

Service area type	2026-27 (50% pro-rata per FTE would apply)	2027-28
Rural or Regional	\$3,350	\$3,462
Metropolitan	\$670	\$692

2026/27 Reimbursement rate per kilometre: \$0.88